ISD News & Views

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A Newsletter Dedicated to Information Technology in the State of Montana

Desktop Standards Are Changing!

What does this mean? It means your word processor, spreadsheet, presentations package and e-mail software is going to be replaced. We are saying good-bye to WordPerfect, Lotus 1-2-3, Lotus Freelance and ZIP!Mail/ZIP!Office and replacing all of them with one software suite.

What is a software suite? A software suite is a set of applications integrated and bundled together and sold as a package. The overall look, the menus and the functionality in each application are the same so you only have to learn things once. The applications are also designed to work well between one another for easy file conversion.

What software suite will we be using? Microsoft Office has been selected as the new desktop software suite and the current version is called Microsoft Office 97. WordPerfect will be replaced by Microsoft Word, Lotus 1-2-3 will be replaced by Microsoft Excel, Lotus Freelance will be replaced by Microsoft PowerPoint and ZIP!Mail/ZIP!Office will be replaced by Microsoft Outlook and Microsoft Exchange. Microsoft Outlook is the name of the e-mail client (the part installed on your desktop with Mircrosoft Office), and Microsoft Exchange is the name of the e-mail server.

When will this change take affect? The contract with Microsoft has been signed and the conversion to Microsoft Office has begun. You can contact your agency Information Technology Manager for specific information on your conversion date. The e-mail conversion to Microsoft Exchange is currently in the planning stage. ISD has a goal of having all ZIP!Mail/ZIP!Office users moved over to Microsoft Exchange within the next eighteen months. Watch for more information and an e-mail conversion schedule in upcoming editions of *ISD News & Views*.

Why are we making this change now? There are several factors influencing the change to Microsoft

Office. A major factor is the applications being implemented for MT PRRIME. They are highly integrated with Microsoft Word and Microsoft Excel. A second factor is the need to replace the State's e-mail system, ZIP!Mail/ZIP!Office, because it is no longer supported by the company that developed it. A third factor is the need for the State to keep up with technology and move to the Windows 95 operating system and use applications developed specifically for Windows 95.

Special Statewide Edition

INSIDE

Who made the decision to make this change? The decision to move to a software suite was a cooperative decision between ISD, the Information Technology Managers Council (ITMC) and the Information Technology Advisory Council (ITAC). The product selection of Microsoft Office was made through a Request for Proposal (RFP) process.

Who is paying for the change? ISD has committed to buying the Microsoft Office Standard Edition for any computer on the monthly network rate. This includes Word, Excel, PowerPoint, and Outlook. ISD will also buy the Microsoft Exchange servers needed for the e-mail system. Each agency is responsible for paying for any other Microsoft products they choose to install (such as the Microsoft Office Professional Edition, which includes Access, the database product).

What are the advantages of moving to a software suite? There are many advantages and not all of them can be listed, but the following are highlights. There are reduced licensing costs with a suite; you get greater value for your investment. With a suite you generally get four or more products for the same cost as buying two products separately. The common look and feel across applications results in increased productivity for users and decreased effort and costs for support staff. The training required for both users and support staff is less because of the similarities between applications.

How does this affect my existing files? Microsoft Word and Excel will convert WordPerfect and Lotus 1-2-3 files upon opening them. For the most part, files convert just fine. Some advanced features and formulas convert better than others. Macros do not convert very well and often need to be rewritten. The one thing to keep in mind when converting files is to only convert those files you really need to use again. If you have a letter that you are keeping for reference, it is not necessary to convert it unless you are going to resend it.

Who do I contact for more information? Contact your agency Information Technology Manager for more information on how your agency is going to implement the desktop software change. If they cannot answer your question, they can refer you to the appropriate person in ISD.

Watch for more details on Microsoft Office and Microsoft Exchange and the conversion in upcoming issues of *ISD News & Views*.

http://www.mt.gov/isd/current/news/index.htm

Subscription Information

This month's *ISD News & Views* is being sent to every State employee to let people know about the changes in the desktop standards. While this is a special edition, it is a normal edition as far as content. Each month *ISD News & Views* covers application problems and bottlenecks as well as Enterprise wide news, Training, Mainframe/Mid-Tier changes, and much more.

If you like what you find in this publication, and you would like to receive *ISD News & Views* on a monthly basis, you have several options:

Hardcopy. We'll need your name, agency, address and whether you would like to get it via deadhead, ISD box or US mail*. If you previously received our publication, but have changed your job, let us know so we can stop sending it to your old address.

Electronic. We can send you *ISD News & Views* minus the graphics*.

Web Page. If you have access to the Web, you can read *ISD News & Views* on-line at:

http://www.mt.gov/ISD/current/news/index.htm

* Send ZIP! or internet e-mail to Lois Lebahn (llebahn@mt.gov).

Training Available

The Helena College of Technology (HCT) provides training for state agency staff on all the new software standards. The State Training staff at HCT is ready to provide all the training your agency needs on Windows 95, Word 97, Excel 97, and PowerPoint. They offer many different flavors of training and will work with you to customize specific classes for your agency. The College is also available to take training "on the road" to agency sites outside of Helena.

Many Flavors Available

Windows 95, Word 97 or Excel 97 Conversion (1/2 day course) This course is designed for the experienced WordPerfect and/or Lotus user who wants an overview of the Microsoft 97 products. These half day classes are also recommended for MT PRRIME "budgeteers" needing a jump start with Windows 95, Word and Excel.

Word 97 or Excel 97 for Light Users (1 full day) This course is designed for the user who uses the product on an occasional basis. The instructor will cover the basic functions of the product and ensure that the student leaves with a good understanding of Word 97 and/or Excel 97.

Word 97 or Excel 97 (2 full days) This course is designed for the users who need to work with the product every day and want to learn all the ins and outs, including most of the advanced features (ie macros, tables, merges, and graphics).

For agencies with new employees needing training on Legacy software, the college will continue to offer courses in WordPerfect 6.1, Lotus 1-2-3 and ZIP!Office.

Outlook (messaging, calendaring) training will be provided to users at no additional cost as part of the deployment plan.

For more information on scheduling or customizing training, please contact Lee Suttorp of the Helena College of Technology at 444-6821, ZIP! Helena College of UM or e-mail at lsuttorp@mt.gov.

Calendar of Events

March 4
Information Technology Managers Council (ITMC) 8:30–10:30am, Rm 111, Metcalf Bldg.

March 11
Information Technology Advisory Council (ITAC) 8:30–12pm, Rm 111, Metcalf Bldg.

March 19
Public Safety Communications Council 9am–3pm, Location TBA

March 25
Montana Geographic Information Council (MGIC) 9:30am–3pm, Rm 108, Capitol Bldg.

March 26
SummitNet Executive Council (SEC) 1:30–4pm, DPHHS Auditorium–METNET Site

April 1
Information Technology Managers Council (ITMC) 8:30–10:30am, Rm 111, Metcalf Bldg.

Taking a look at OUTLOOK 97

The selection of the State's new desktop suite was announced at the end of December. The State's standard desktop suite will be Microsoft Office. The e-mail portion of the suite is Microsoft Outlook 97 client and the Microsoft Exchange Server.

Powerful is the only way to describe Outlook's message editing capabilities. It can use Microsoft Word as its editor to create messages that appear as professional as documents. In the message field, you will have the following formatting capabilities:

- Bold, underline or italicizing text
- Font changes
- Text size and color changes
- Aligning and indenting text
- Bullets
- Strikethrough

The one feature that will delight former ZIP! users the most is the capability of Spell and Grammar checking your message before you send it out. The example shows all the options available to suit your needs.

Outlook 97 • Feature Rich Message Composition

Are you tired of the feature lacking message composer in ZIP? Wish you had a few more options? Microsoft Outlook 97 is the premier messaging system for those who wish to do more than send simple text to a coworker. You can now send a fully formatted document. With Microsoft Outlook 97, the powerful word processing package, Microsoft Word 97, becomes your e-mail editor. Even with all the features you could ever want, you can still send a simple message.

You have full control of your text. You may freely choose a background, from a simple plain color to any image in a standard graphics format. The font, size, and style in which your message is composed is completely selectable. You may also directly attach documents or programs that can be opened with a few easy clicks of the mouse. This allows you the flexibility to send simple messages, as well as any form of information with the ability to easily open, view, and forward it to other users.

Another handy feature of Outlook 97 is document tracking. When you open documents using the upcoming Microsoft Office suite, you will be able to look in your personal journal in Outlook and see when and what you have worked on. You can also send any document or document link to anyone on Outlook by simply clicking the link in your journal and selecting "forward". Any item in Outlook, from a contact to an entire message, can be forwarded in this manner.

Once your agency moves to Microsoft Exchange you will no longer need the "Internet Address Book" or MHSTO: lines in your Internet e-mail. This does not mean you can't have an Internet address book. Your personal address book can contain any messaging address you are able to access, and you can send e-mail directly to people you work closely with by creating a "Contact" entry in your contacts lists. Contacts are similar to electronic business cards.

On top of all this, there are also public folders. Public folders are the electronic equivalent of the tack boards you see all over, from your office to the supermarket. They allow you to post messages, documents, and anything else that is electronically feasible, and allow anyone in your organization to access them, and post responses. This collaboration feature allows you to easily gather the input of your entire group, even if half your group is across the state, without lifting the phone or traveling.

These handy features are only the beginning of the story. With Outlook 97's ability to be fully customized using the Forms Designer and VBScript, the possibilities are almost unlimited.
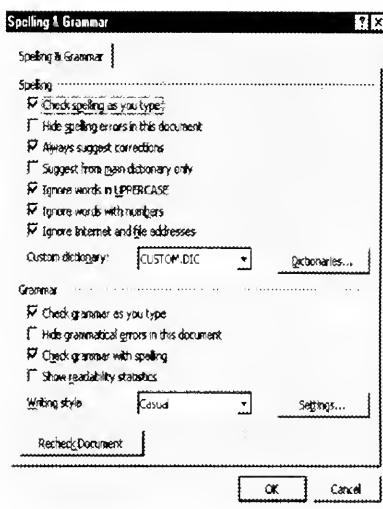
Office 97's Office Assistant

Check out the Office Assistant that comes with the Suite. It has features to provide you with tips, options, answers to your commonly asked questions and a search utility that is really outstanding.

First the tips. Selecting this button (a lightbulb) will provide you with some quick time saving tips such as how to change your calendar or inbox view to a layout that fits your needs.

Next the options. Here you can customize the assistant to fit your style. Such options include what help features you may want to set up or even changing the look of the Office Assistant. You can choose between the Paper Clip Office Logo default or others.

Now the search utility. The Office Assistant has on-line help that will actually allow you to type in your question! You can still choose to type in key words, but why not take advantage of the ability to search questions that you would be likely to ask. The Office Assistant will provide you with the links you need to quickly find the answers you are looking for.

The Out of Office Assistant
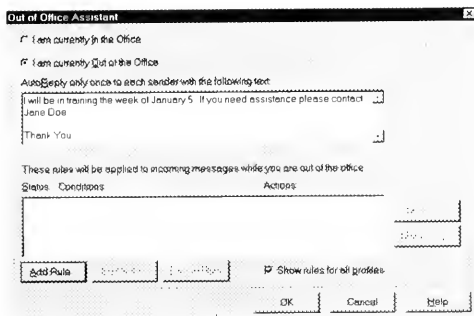
Tired of coming back from vacation or a training class only to find far too many e-mail messages to reply to? Or how about having folks send you mail while you're out of the office and wondering why you're not responding? With Outlook 97 you can actually set up an auto-reply feature for those times you may be out of the office. Think of it as voice mail for your e-mail. You can type in your greeting stating how long you will be out or who to contact for immediate assistance. You can even forward your incoming mail to an individual who may be filling in for you. With the Out of Office Assistant set up, anytime you receive new e-mail a reply will automatically be sent to the sender. This will greatly reduce the frustration the sender may be experiencing while trying to get in touch with you.

For additional information or questions on Microsoft's Outlook 97 e-mail package, please contact Nathan Taylor at 444-1548, ZIP! or e-mail at ntaylor@mt.gov; Lisa Carson at 444-1542, ZIP! or e-mail at lcarson@mt.gov; or Sue Skuletich at 444-1392 ZIP! or e-mail at sskuletich@mt.gov — all of End User Systems Support.

Information Security Threats and Precautions

There are three basic categories of threats for network security in an organization. They are:

1. Natural disasters such as hurricanes, floods, fires, earthquakes and other nonhuman threats, such as hardware failures, power outages, and brownouts.

2. Human error on the part of authorized network users including accessing areas and viewing confidential data, as well as inside attacks from disgruntled employees.

3. Intentional sabotage from external sources such as hackers and computer viruses.

Information services surveys consistently report that over half/55% of all network security incidents are human error or inside attacks, intentional sabotage is 25% and natural disasters account for 20%.

So how do we prevent these threats to our computer systems? Realize first, that a computer system is never completely secure. Then, implement some measures that will prevent or help recover from the most common occurrences of security violations.

To recover from incidents that are caused by natural disasters:

- Make regular backups and test them at regular intervals.

- Store a copy of your backup software off site, and move your backups off site on a regular basis.

- Have a disaster recovery plan.

To prevent human errors and inside attacks from disgruntled employees:

- Put your agency security policy in writing and educate employees about computer security.

- Install applications in a separate directory from users' directories.

- Provide a separate user account for each user, limit the number of concurrent connections and set login time restrictions for each account. Disable or delete user accounts of terminated employees.

- Encourage users to create passwords that are not easily discernible and educate them on the use of passwords.

- Require users to logout of their workstations when they are gone. Provide a workstation locking utility for every workstation.

- Place file servers in a safe area where they will not be tampered with inadvertently, bumped, or otherwise interfered with.

To prevent external intentional sabotage:

- Keep all program code updated to the most recent security related patches.

- Disable or rename user accounts that are common such as GUEST, ADMIN, SUPERVISOR, SUPERUSER, etc. Disable or delete unused accounts.

- Assign every user a password. The Montana Operations Manual policy states that passwords must be changed every 60 days and may not be reused for four cycles. Do not allow unencrypted passwords.

- Install the antivirus package and have it run at network login. Educate network users to scan for viruses on hard drives, disks, and on-line software. Discourage users from downloading software from bulletin board systems and the Internet without scanning for viruses.

- Place file servers in a locked area with limited access.

- Enable auditing with an auditing software package and analyze the security of the network. Keep a server console log.

- Enable intruder detection.

These few precautions can prevent most security violations. Any security breaches or suspicion of security breaches should be reported to the Network Security Officer for assistance with resolving any problems that may have been caused or to track the origin of the violation or breach.

For more information regarding network security, contact Lynne Pizzini, ISD's Network Security Officer, at 444-4510, ZIP! or e-mail at lpizzini@mt.gov.
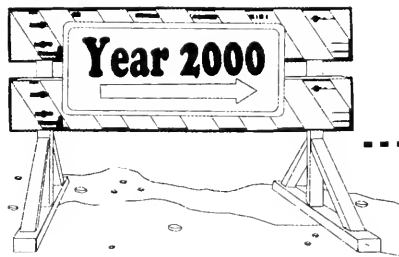
YEAR 2000 News at the National Level

President Clinton Establishes Council on Year 2000 Conversion

With less than 700 days to go before the year 2000, President Bill Clinton is putting pressure on government agencies to ensure that federal computers will handle the millennium date change. On February 4, 1998, President Clinton signed an executive order establishing a Year 2000 (Y2K) Conversion Council, to:

1. Assure that no critical federal program experiences disruption because of the Y2K problem.

2. Assist and cooperate with State local and tribal governments to address the Y2K problem.

3. Cooperate with the private sector operators of critical national systems including banking, telecommunications, public health, electric power generation and transportation.

The new council, to be co-chaired by John Koskinen, former deputy director of the Office of Management and Budget, and Sally Katzen, who was head of the administration's Year 2000 Preparedness Council, will "assure that efforts to address the Y2K problem receive the highest priority attention in the agency and that the policies established in this order are carried out."

The President's assurance that federal computers will be able to recognize four-digit years, rather than just the last two digits, could be a tall order, since one-third of the 27 departments and agencies don't plan on being fully compliant until December, 1999 (compared with less than 10% of Montana State government computer systems predicted to become compliant in the 4th quarter of 1999.)

FAA Behind Schedule

As of February 2, 1998, only 29% of the FAA's 430 "mission critical" computer systems had been fully fixed, according to the Transportation Department's inspector general. Testing to determine which systems are affected by the date glitch has not yet been completed, seven months after a White House-imposed deadline. The General Accounting Office issued a report that showed the Federal Aviation Administration's (FAA) efforts to upgrade its air traffic control computer system are way behind schedule, with only seven percent of its upgrades completed.

"Time is running out," the Government Accounting Office (GAO) report said. The FAA's progress, GAO noted, has been too slow," and at its current pace, "will not make it in time." According to the report, air travel could be interrupted for the first days, weeks and even months of the year 2000 if the FAA does not increase its pace of repairs. However a spokesman for the Air Transport Association, a trade organization representing U.S. airlines, said the group is encouraged by the FAA's recently redoubled efforts. "We feel cautiously optimistic about the FAA's progress," said spokesman David A. Fuscus.

For more Year 2000 information contact Scott Lockwood of the Policy, Development & Customer Relations Bureau at 444-2655, ZIP! or e-mail at slockwood@mt.gov

MT PRRIME Survey Results

During the latter part of December and first week of January a survey was conducted to give MT PRRIME a better indication of who needs to be trained on the new business infrastructure system. We needed to know where staff is located throughout the state and the kind of wiring that is currently installed to these locations. Survey respondents indicated whether they are "power users", "regular users", or "casual users". Power users are those individuals that plan to interact with the application more than four hours a day; regular users are those that will use the application more than eight hours a week but less than four hours per day, and; casual users are those that plan to operate the system on an *ad hoc* basis, usually in an inquiry capacity.

The Lead Agency Associates worked with other Associates, Division Administrators, Bureau Chiefs, and agency staff to collect the data. They then entered all the information through the web site that was established by the MT PRRIME and ISD staff. Here are the results.

A total of 1,311 individuals plan on using the new system. Many of them use more than one program and will need to be trained on several modules. All the training combined totaled 5,883 – that means, on average, each individual will need to be trained on four to five modules. Following is a breakdown of the survey, by module. The number after the title indicates folks that were listed as needing training.

Budget	477
Asset Management	304
General Ledger	656
Accounts Payable	512
Accounts Receivable	365
Purchasing	692
Billing	288
Inventory	355
Projects	611
Human Resources	571
Payroll	326
Benefits Administration	252
Time and Labor	474

Additionally, the power, regular or casual users break out as follows:

Power	1632
Regular	2004
Casual	2247

As the training team continues to review the data, and begins to create training materials, additional information will be collected to make sure 'just in time' training is provided to those that need it first. The survey site will remain active throughout the implementation process so that those collecting the information for us can continuously update the data. We'll keep you informed on our progress.

Web Site

MT PRRIME's web site continues to expand. A new section called **Questions?** was recently added. We want to make sure you have an opportunity to ask any question. Because similar questions are often asked, the section also includes an area of frequently asked questions.

This is how it works: If you have a question, use this area or give us a call. We'll not only answer your question; we'll keep a file of it. If several similar questions are submitted, we'll include it on the web site as a frequently asked question.

We also expanded the section called "Software Module Description". PeopleSoft provided their module documentation for us to use – so you might want to take a look. The address is **http://www.mt.gov/doa/mt_prrime/montpri.htm.**

Joint Application Design (JAD) Sessions

You may already know that the people working full time on the MT PRRIME project are not the only ones involved in the process. Nearly 170 more are helping from their job site. For the last several months, as the modules began receiving critical study, we have been busy sending out documentation for them to review.

Subsequent to the associate's comments, a series of meetings are being conducted. The sessions (called Joint Application Design, or JAD) are held to discuss the results, in some instances providing a demonstration of what the module may look like, and to consult with the participants regarding system requirements. We are making sure considerable input

is collected, prior to finalizing the modules, and each member will be provided with a synopsis document after completion of the meetings.

MT PRRIME is committed to involving many individuals in the decision-making process. The more than 200 folks working on the process, combined with the direction of the Steering and Legislative Oversight Committees, we feel, will result in a product that meets the wide-scope needs of state government.

The JAD sessions will continue through February. We'll keep you updated on the modules and their on-going development, as it becomes available.

For more information contact Anita Varone of MT PRRIME at 444-2013, ZIP! or e-mail at avarone@mt.gov.
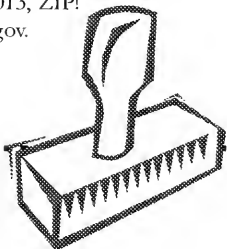
Computing Policy Update

The Information Technology Advisory Council (ITAC) approved an Internet Services policy which went into effect on January 30, 1998. You can find this policy at **http://www.mt.gov./isd/policies/enterprs/int010.htm.** The next draft policy to be reviewed by ITAC is the Electronic Backup and Archiving Plan policy. This policy addresses agency backup and archiving plans and the retention period for backup tapes. You can find this draft policy at **http://www.mt.gov./isd/policies/enterprs/net010.htm.** Existing *Enterprise Computing Policies* are on the web at **http://www.mt.gov./isd/policies/policies.htm.**

For more information contact Audrey Hinman of the Policy, Development and Customer Relations Bureau at 444-1635, ZIP! or e-mail at ahinman@mt.gov.

Personal Verification for Voice Mail

A substantial number of voice mail users have not recorded a personal verification. The personal verification is *your* return address in the system. It is very important to record something even if it's just a first name. This is mostly for internal use. If someone wanted to 'express' or forward you a message they will know they have reached the proper person. If the calling party accidentally pressed the wrong digits and a personal verification was not recorded this could be very embarrassing. The personal verification is you speaking your name and hopefully your extension number. It will sit in the Meridian Mail queue and when you leave a fellow employee a voice mail message, it will attach itself to that message and when the person retrieves their messages, they will hear the personal verification and at that point will know who they are receiving a message from. This is very helpful. Outside callers will hear your personal verification if you are on the phone. Since our fifth upgrade, when you are on the phone and someone calls you, they will hear you speaking your personal verification, then the meridian mail lady says, "is on the phone", the caller will then hear your greeting and can leave a message. If you want to limit the number of people who have your telephone number, just speak your name. The ideal situation is to speak everything. You record this once and you never have to do it again.

Some employees feel this feature is overkill or that it is confusing for the caller. If you don't want this feature please call. I can take the "is on the phone", off so that when someone calls and you are on the phone it will simply go into your voice mail greeting. There is no charge for doing this.

To record your personal verification, log into your voice mail, press 89, immediately speak your personal verification, then press the # sign. To find out if you have a recorded personal verification log into Meridian Mail, press 89, press your 4 digit extension number followed by the # sign you will hear the personal verification for that extension number.

If you need assistance recording your personal verification or want to take the "is on the phone" off, contact Clara Baer of the Telecommunications Bureau at 444-2455, ZIP! or e-mail at cbaer@mt.gov.

Oracle Tips • Reports 2.5 ....

Oracle Reports is a very powerful tool. This article lists seven useful tricks to help you produce attractive and functional reports.

Managing Reports with Forms

Very large reports have problems. A large report is one that may consist of multiple reports, with multiple queries on one physical layout. The best and most efficient way to handle these very large reports is to break them into separate reports and use a form to run and print them. You can use the form to run the various parts of the report in order, or to only run one section. This is a simple task using the Run Product function and all of its various settings:

- Skipping the preview of the report
- Setting the form to run continuously through all parts of the report
- Passing continuous page numbers from report to report. (This is discussed further in the next section.) It can be very efficient, fast and simple to use a form to manage a large report since large reports tend to have many unpredictable problems.

Passing Page Numbers to a Report

You can pass page numbers to a report from a form. This makes using a form to manage reports even more efficient and attractive because of the flexibility it offers. To pass page numbers to the report, you need to set a user parameter in the report and a variable in the form that either the user sets at each run time or which has an initial value. In the report, place a field on the layout where the page number will display and give it a source of place holder formula column. Then write a format trigger for the field. The format trigger will override the original field source unless the trigger is false. The format trigger should look like the code to the right:

```
tempnum number;
Begin
srw.get_page_num(tempnum);
srw.set_field_num(0,tempnum+(To_Number(:Start_Page)-1));
globals.page_numbers :=
TempNum+To_Number(:Start_Page)-1;
return (TRUE);
end;
```

The code uses the SRW.GET_PAGE_NUM function to get the true page number. Then it uses the SRW.SET_FIELD_NUM function to set the page number. The function is initialized to zero and then the value is calculated. The parameter START_PAGE is the number supplied by the form. The global is used to pass the number back to the form. This is discussed in the next section.

Passing Page Numbers Back to a Form

You can also pass the number of the last page of the report back to the form for continuous pages in different physical reports. Create another parameter that takes the number and puts it in a database field that can be picked up from the form and then passed to the next report. You can see an example of this in the code in the section above. This also makes it very easy to use a form to manage reports.

Starting a Report on a Page Other Than 1

You can use the method mentioned previously if you have a number of reports and want to use a form to manage them. But if you have only one report that needs to start on a page number other than 1, you have two choices:

1. Create a user parameter and set the initial value to the correct page number. Then use the SRW.SET_FIELD_NUM function to set the page number.

2. Create a user parameter and put the parameter on the Parameter Form and set it at run time each time the report is run. Here again, you'll need to use the previously outlined steps to complete the task. Either of these options can be used to change the starting page number of a report.

Alternating Page Headings

In reports, you have the ability to alternate page headings by reading the page number. This can be very useful when writing reports that are published, such as a book. Create the fields and frames on the layout where they should appear. On the frame, write a format trigger that uses the SRW.GET_PAGE_NUM function to get the page number. If it is odd or even, depending on which header you are on, return "True." Do the opposite on the opposite side. An example follows:

```
Page_Num Number;
Begin
SRW.Get_Page_Num(Page_Num);
If MOD((Page_Num+(To_Number(:Start_Page)-
1)),2) != 0
Then
Return(FALSE);
Else
Return(TRUE);
End If;
end;
```

When to Use Anchors

An anchor is an object that implicitly or explicitly defines an object's X and Y coordinates. Reports implicitly defines anchors for all objects when you use the default layout capability. However, Reports also includes the capability to explicitly define an anchor that overrides the implicit anchor defined by Reports, by using the anchoring tool on the tool palette. The most common use of anchors is when you want to keep two horizontal fields together. The fields can be in the same repeating frame or they can be in different repeating frames. Anchors can also be used when you have a field that expands or contracts with the size of the data and you want the field either to the right or left of it (depending on alignment) to slide with it as it shrinks and grows. Anchors can also be useful when you have a field moving around the layout that you want to stay in one place. This can happen when the implicit anchor is deleted from an object or on objects that you manually create on the layout. If you are creating reports to run on a character-based machine, you can use the Snap to Grid feature instead of anchoring because of the fixed fonts.

How to Prevent Orphaning a Master at the Bottom of the Page

When you use the master detail report layout, you may run into the problem of different sized detail blocks that cause masters to get separated at the bottom of pages. To prevent this, delete the MGRPF frame that surrounds all Reports-generated repeating frames. Go to the property sheet of the repeating frame. On the General Layout tab, check on the "Keep with Anchoring Object" choice. This prevents a master that is too long for the current page from separating onto another page. It will move the whole master/detail to the next blank page. If you have a master, master/ detail report, you will have to perform this operation on each repeating frame.

For information or assistance on using Oracle Reports or Forms contact the Systems Support Bureau: Steven St. John at 444-2910, ZIP! or e-mail at sstjohn@mt.gov; Barry Fox at 444-5895, ZIP! or e-mail at bfox@mt.gov; Tony Noble at 444-2922, ZIP! or e-mail at tnoble@mt.gov; or Dave Howse at 444-1593, ZIP! or e-mail at dhowse@mt.gov.

TECH TALK

DOE?

WordPerfect's QuickCorrect

Adding Multiple•word Entries

Do you accidentally type "doe snot" for "does not"? Disgusting though it may be, snot is in the Spell Check dictionary, as is doe.

You can't type multiple words in the Replace text box in QuickCorrect to fix this kind of problem. But there is a way to "trick" WordPerfect. At a document screen, type doe snot. Select the text and press (Ctrl+C) to copy it to the Clipboard. Then choose Tools, QuickCorrect. With the cursor in the Replace text box, press (Ctrl+V) to paste the text from the Clipboard. Press (Tab) to move to the With text box and type does not, then choose Add Entry, Close.

The error will not be automatically corrected as you type, as normal QuickCorrect entries are, but when you spell check the document it will be fixed.

This article was reprinted in part from the October 1997 issue of *WordPerfect Magazine*. For more information concerning this article, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!, or via the Internet at ivavruska@mt.gov. For questions about WordPerfect, please contact your agency support staff, WordPerfect's Help Feature, or the ISD Customer Support Center at 444-2000.

Digital Address Change

Steve Woolley of Alliance Systems, who services the Digital PC term contract account, has a new address and phone number.

New address: Box 1559
East Helena MT 59635
New phone: 406-227-0007
New Fax: 406-227-8853


Corel PhotoPaint 7

Create Seamless Pattern Tiles

This tutorial will teach you how to create seamless pattern tiles using the paint program Corel Photo Paint 7.

1. Open an image or photo to begin. You might want to start with some of the clipart or clip photos that come with Corel PhotoPaint. You'll be generating seamless pattern tiles from this image using a filter set built into Corel PhotoPaint.

2. Select the entire image using the Rectangular Mask tool. Next, select Effects/Artistic/Terrazzo. The Terrazzo filter will create a seamless pattern tile from your image. Experiment with the Symmetry and Feather settings. When you find a tile that you like, select Save Tile. You can continue to experiment with different settings and saving the results, thus generating many seamless patterns from the same image. You can only save tiles in the .bmp format from within the Terrazzo filter, so you'll need to open the .bmp files and resave as a .gif files later.

3. Open the .bmp file you've created. Chances are that the texture you selected is too intense to use as a background on a web page and still have text that's legible. To fade the tile, select Effects/Colors Adjust/Brightness-Contrast-Intensity. Raise the Brightness number and lower the Contrast number.

4. Select Image/Convert To/256 Colors, and save this as a .gif file.

You can create dozens of interesting seamless pattern tile backgrounds from the same original image in just minutes by following these steps. Experiment, and have fun!

Article adapted from an article by Laurie McCanna (mccannas.com) a computer graphic artist. For more information or questions, call Jerry Kozak of End User Systems Support at 444-2907, ZIP!, or e-mail at jkozak@mt.gov.

Original Image   Created with Terrazzo
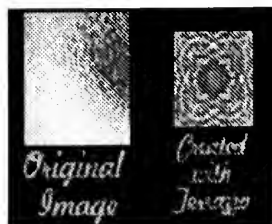
Windows 95 • Briefcase Synchronization of Files

In today's ever-changing business world many users are faced with working on more than one computer. They do business work on their home PC and then need to update the files on their work PC or they may take a laptop on a business trip, transferring some files from their work PC to their Laptop and vise-versa when they return.

Windows 95 allows you to do this easily using Briefcase feature. If you do not have the Briefcase icon on your desktop then you need to go to Start | Settings | Control Panel. Double click the Add-Remove programs icon. Click on the Windows Setup tab, select Accessories in the Components list then choose details. Select Briefcase from the Components and click OK. It may ask you to insert your Windows 95 Disk. Click OK again and then close the Dialog box.

The computers you wish to move the Briefcase to and from need to be connected either through a network or physically by a cable. You can move them using a diskette, but due to the size limitations of a diskette this method can only be used if the size of the file is small enough to fit. If you are using a physical connection then you will need to install the (Direct Cable Connect) DCC component.

To place files in your Briefcase either drag and drop them on the My Briefcase icon or use Windows explorer to highlight the file you wish to send to your Briefcase, Right-click and choose Send to My Briefcase.

The files, as well as the Briefcase are now ready to transfer to another PC. The idea here is not to have your files in two locations so that the most current version is on both machines.

Scenario 1. You are going on a business trip. You transfer the Briefcase from your workstation to your laptop. You work on your files while you are on the road. When you return you move the Briefcase back to your workstation. Double click on the Briefcase icon. Choose either Briefcase | Update All, or select only those files you wish to update and choose

Briefcase | Update selection. The default replacement method updates the old file with the new data but you can modify this to retain the older file.

DCC is a method of connecting two PCs to share files or printers. The DCC component can be installed by going to Start | Settings | Control Panel. Double click the Add-Remove programs icon and choose the Windows Setup tab. Choose Communications from the Components list then choose Details, select Direct Cable Connect, click on OK. Once the component is installed you need to physically connect the two PCs. Use either a standard null-modem cable or you can use a standard or ECP parallel port cable.

Next you will need to use a network protocol, NetBEUI, IPXSPX, or TCP/IP, in addition you also need to have Client installed, such as Microsoft Client for Microsoft Networks or Novel Networks. The host computer must also have file and print services enabled. I suggest that if you are connecting two non-networked PCs, then use NetBEUI and Microsoft Client for Microsoft Networks. Once you have this configured you are now ready to use your direct cable connect.

To begin choose Start | Programs | Accessories | Direct Cable Connection. Select Host option. Select the port you wish to use and click on Next. You can then set an optional password. Click on Finish. Do the same on the other PC except choose Guest rather than Host. Next go to the Host PC start the DCC and choose Listen. On the Guest PC start DCC and choose Connect and you will connect to the Host PC.

If you go to Network Neighborhood you should be able to see the other Computer as a resource. You can now use the Briefcase component or even copy and transfer files back and forth. This is a very useful process.

If you have any questions about using these components contact Brian Divine of End User Systems Support at 444-2791, ZIP! or e-mail at bdivine@mt.gov or the ISD help desk at 444-2000.
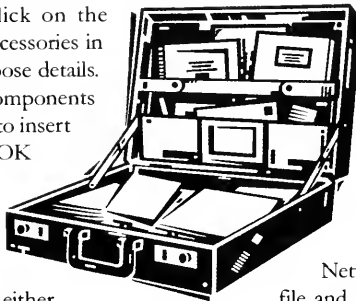
Word 97 ● Special Find and Replace

Everyone knows how to use Find and Replace to locate and change words in Microsoft Word. (Start by pressing Ctrl-H or Ctrl-F, or click on Edit|Find from the menu bar). If you take a close look at the Find and Replace dialog box, you'll see that you can also use it to locate and change other document features.

Run Word and load a document. Press Ctrl-F or Ctrl-H to open the Find and Replace dialog box. Now click on the More button to get to the expanded feature list and click on Format. As you can see from the menu, you can find and replace fonts, paragraphs, tabs, languages, frames, styles, and highlights. This offers some possibilities for those documents under development. For example, you could highlight a sentence or paragraph that isn't thoroughly researched. The highlighting will remind you to do the research; and if you need to make changes later, you can use Find and Replace to locate (and perhaps make changes) to the highlighted text. When finished, all you have to do is remove the highlighting.

Let's suppose you'd like to locate all the numbers in a document. Press Ctrl-F or Ctrl-H to open the Find and Replace dialog box. When Find and Replace opens, click on More, then Special and select Any Digit. Now click on Find Next to locate the first occurrence of a digit. Want to locate the first section break? Press Ctrl-Home to move to the beginning of the document. Now press Ctrl-F to open Find and Replace. Click on More (if necessary) and click on Special. Select Section Break and click on Find Next.

You can also use Special and Format together. Say you'd like to find all occurrences of numbers in your headings. If the headings are Heading 1 style, click on Format, Style, select Heading 1 and click on OK. Now click on Special and choose Any Digit. Click on Find Next, and Find and Replace will locate the first occurrence of a numeric digit in a Heading 1 style header.

These tips have all been assimilated (and "resistance IS futile") from **www.tipworld.com**. If you have questions or comments contact Denny Knapp of End User Systems Support at 444-2072, ZIP!, or e-mail at dknapp@mt.gov.

Netscape Gives Away Browser

In January 1998, Netscape Communications announced that it would grant a free license for both the Navigator Standalone and Communicator Standard Edition products. Communicator Professional Edition is NOT included in this announcement. Netscape also announced that this offer will apply to the next version of Communicator, version 5, now under development and due for release in the first quarter of 1998.

Netscape states that they will continue to provide their browser product for free as long as Microsoft provides their Explorer product for free.

ISD has applied for the Unlimited Distribution program offered by Netscape so that we can distribute the Netscape browser directly to state users. Part of the agreement requires us to distribute only the International version of the code. To get the 128-bit strong encryption version you must still verify yourself directly to Netscape at **www.netscape.com/download.**

Note: Currently there seems to be a problem being properly identified for users behind the PIX box. We are working on a work-around for this problem.

The International versions (40-bit encryption) of Navigator and Communicator can be found on the Value Added Server at **\guest\internet\ browsers\netscape**. There is a WIN16 directory for Windows 3.x users and a WIN32 directory for Windows 95 and Windows NT users. View the !README.TXT for current information. They are also available via anonymous FTP at **ftp.state.mt.us/ anonymous/netscape** with the same two directories.

If you have any questions or comments, please contact Ron Armstrong of End User Systems Support at 444-2905, ZIP! or e-mail at rarmstrong@mt.gov.
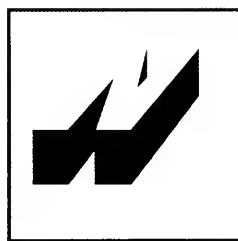
Approach 3.0

Low Memory Solutions

Can you improve the performance of Approach 3.x on machines with low memory?

In a nut shell — YES! The following hints are primarily aimed at Windows 3.1 yet some of them apply to any operating system. This may also be useful for machines that are not experiencing low memory concerns.

1. Lotus recommends a minimum of 4 MB RAM to successfully run the application. If additional RAM is installed on the machine, the performance will be substantially improved. Additional RAM reduces Windows swap file (virtual memory) activity.

   For additional information about virtual memory and Windows 3.1, refer to the *Microsoft Windows 3.1 User's Guide.*

2. Free up as much conventional memory as possible. For additional information, refer to the DOS documentation.

3. Close any other applications which are currently open in Windows.

   Press CTRL+ESC to display the Windows Task List. The Task List will display any applications which are currently open. Highlight any active application and click End Task to close the application.

4. Optimize Windows 3.1 virtual memory setting by opening the Windows Control Panel and clicking the 386 Enhanced icon. For additional information about virtual memory and Windows 3.1, refer to the Microsoft Windows 3.1 User's Guide.

5. Disable SHARE.EXE from loading and replace SHARE.EXE with the Windows for Workgroups version of vSHARE.386 which is optimized for use in Windows 3.1. vSHARE.386 is available from Microsoft.

   For additional information about vSHARE.386, contact Microsoft Corporation.

6. If you are using Windows for Workgroups 3.11, the 32-bit file access cache size may be increased. This setting is set through the 386 Enhanced icon located in the Windows Control Panel and opening the Virtual Memory dialog box.

   For additional information, refer to page 81 of the *Windows for Workgroups User's Guide.*

7. Using Approach 3.x or Notes Reporter 1.0, create a style by selecting Tools, Named Styles, which uses Transparent Backgrounds for all objects. This named style may be applied to any views during the design phase. The correct styles may be set at a later time, once the views are ready to use. This will speed up the design process.

8. Turn off the Show Data option by selecting View, Show Data.

9. Verify that Windows is running in 386 Enhanced mode by selecting Help, About Program Manager from the Program Manager menu. The About Program Manager dialog box displays the current mode which Windows is running.

   NOTE: When running Windows in 386 Enhanced mode, Microsoft recommends that the Windows swap file size be set to approximately twice as much as RAM on the machine; for example, a 4 MB machine would have an 8 MB swap file.

10. Ensure any available disk space is contiguous by optimizing the hard drive. Run a disk optimization program, such as Norton Speed disk or DOS 6.x Defrag.

Look for a future article that will cover the Duplication of Select Records by Exporting and Importing.

If you have any questions or need help with this issue, contact Mike Moller of End User Systems Support at 444-9505, ZIP! or e-mail at mmoller@mt.gov.

TECH TALK

Media Based Training (MBT)

Are you interested in LAN Administration? Oracle Databases? Windows NT Support? Cisco Routers? T1 Networks? All these MBT courses, and many more are available to you, the state employee, free of charge from ISD.

Most of these self-paced study courses are delivered on a video tape but some are multi-media on CD ROM. The information is presented in a very professional manner using various teaching methods including diagrams and real life examples. The accompanying workbook provides the course in written form and after each section quizzes you on what has been covered. The checkout period for each course is two weeks.

Each month *ISD News & Views* will provide a description of a course and it's modules along with degree of difficulty and prerequisites.

The entire list of courses can be found on the Value Added Server (VAS) at **guest\training\ CT_Video\CBTcours.txt.** The course description of each course can be found on the VAS at **guest\training\CT_Video\T3_VAS.rtf.**

If you are an Approach user you can check on the current availability of any course by accessing the read-only file on the VAS at **guest\training\ CT_Video\videodb.apr** (password Montana).

Understanding Addressing in a TCP/IP Network

Course Code: 2.04.01
Course Title: *Configuring IP Addresses and Subnets*

This course introduces you to the components of a TCP/IP network which include the common network devices, network media, networking software and routers. You explore the role of the Internet Protocol and learn to recognize the differences between Data Link addresses and IP addresses. The concept of subnetting and why it is done will also be discussed.

This course also describes some additional types of IP addresses including broadcast and loopback addresses. Furthermore, you will learn how name services such as host tables and Domain Name Service function.

2 hours (Video: 60 min + Workbook: 60 min)

Prerequisites: A basic understanding of net-working protocols

Technical Difficulty: 1 2 3 **4** 5

Course Code: 2.04.02
Course Title: *Routing with IP Addresses*

This course will show you how an IP address and routing are interconnected. Through an explanation of routing algorithms, you will understand how a host processes incoming and outgoing messages. You will also learn the function of routing tables, what static and dynamic routing mean, as well as a description of various routing protocols.

This course will conclude with a detailed example of how the routing algorithm, routing table and ARP message help transmit a message across a TCP/IP network.

1 hour, 45 min (Video: 45 min + Workbook: 60 min)

Prerequisites: *Configuring IP Addresses and Subnets* (2.04.01)

Technical Difficulty: 1 2 3 **4** 5

Course Code: 2.04.03
Course Title: *Diagnosing and Solving Addressing Issues*

Diagnosing and Solving Addressing Issues shows you how to troubleshoot the most common problems related to IP addressing. In doing so, you will learn how to use basic diagnostic tools such as the "ping" command.

The majority of the course steps through case studies which let you follow along with a network administrator to solve the most common addressing problems. Topics covered include incorrect subnet masks and duplicate IP addresses. By the time you complete this course you will be able to distinguish between correct and incorrect addressing information and have some knowledge to solve actual problems.

2 hours (Video: 60 min + Workbook: 60 min)

Prerequisites: *Routing with IP Addresses* (2.04.02)

Technical Difficulty: 1 2 3 4 **5**

For more information contact Trapper Badovinac of ISD at 444-4917, ZIP! or e-mail at tbadovinac@mt.gov.

HCT Supports MT PRRIME Training Needs

As many state employees know, the coming Legacy Solutions and PeopleSoft modules will require competencies in Windows 95, Word and Excel. Training in these products, and one month's use of these desktop products, is recommended prior to employees attending module training.

With this in mind, the Helena College of Technology has scheduled additional classes in Windows 95, Word and Excel. These classes are particularly designed to facilitate the transition from Windows 3.1 to Windows 95; WordPerfect to Word; and Lotus to Excel. The class schedule is listed below.

Windows 95	Mar 2	8:30 - 12	Windows 95	Mar 30	8:30 - 12
Word 97	Mar 2	1 - 4:30	Word 97	Mar 30	1 - 4:30
Excel 97	Mar 3	8:30 - 12	Excel 97	Mar 31	8:30 - 12
Windows 95	Mar 3	1 - 4:30	Windows 95	Apr 1	8:30 - 12
Word 97	Mar 4	8:30 - 12	Word 97	Apr 1	1 - 4:30
Excel 97	Mar 4	1 - 4:30	Excel 97	Apr 2	8:30 - 12
Windows 95	Mar 5	8:30 - 12	Windows 95	Apr 2	1 - 4:30
Word 97	Mar 5	1 - 4:30	Word 97	Apr 3	8:30 - 12
Excel 97	Mar 6	8:30 - 12	Excel 97	Apr 3	1 - 4:30
Windows 95	Mar 16	8:30 - 12	Word 97	Apr 7	8:30 - 12
Word 97	Mar 16	1 - 4:30	Excel 97	Apr 7	1 - 4:30
Excel 97	Mar 17	8:30 - 12			
			Windows 95	Apr 9	8:30 - 12
Windows 95	Mar 17	1 - 4:30	Word 97	Apr 9	1 - 4:30
Word 97	Mar 18	8:30 - 12	Excel 97	Apr 10	8:30 - 12
Excel 97	Mar 18	1 - 4:30			
			Windows 95	Apr 14	8:30 - 12
Windows 95	Mar 19	8:30 - 12	Word 97	Apr 14	1 - 4:30
Word 97	Mar 19	1 - 4:30	Excel 97	Apr 15	8:30 - 12
Excel 97	Mar 20	8:30 - 12			
			Windows 95	Apr 15	1 - 4:30
Word 97	Mar 20	8:30 - 12	Word 97	Apr 16	8:30 - 12
Excel 97	Mar 20	1 - 4:30	Excel 97	Apr 16	1 - 4:30
Windows 95	Mar 23	8:30 - 12	Word 97	Apr 17	8:30 - 12
Word 97	Mar 23	1 - 4:30	Excel 97	Apr 17	1 - 4:30
Excel 97	Mar 24	8:30 - 12			
			Windows 95	Apr 20	8:30 - 12
Windows 95	Mar 24	1 - 4:30	Word 97	Apr 20	1 - 4:30
Word 97	Mar 25	8:30 - 12	Excel 97	Apr 21	8:30 - 12
Excel 97	Mar 25	1 - 4:30			
			Windows 95	Apr 21	1 - 4:30
Windows 95	Mar 26	8:30 - 12	Word 97	Apr 22	8:30 - 12
Word 97	Mar 26	1 - 4:30	Excel 97	Apr 22	1 - 4:30
Excel 97	Mar 27	8:30 - 12			
			Windows 95	Apr 23	8:30 - 12
Word 97	Mar 27	8:30 - 12	Word 97	Apr 23	1 - 4:30
Excel 97	Mar 27	1 - 4:30	Excel 97	Apr 24	8:30 - 12

Training Calendar

This schedule has been assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6821. All classes will be held at the Helena College of Technology at 1115 N. Roberts. Please note that costs are subject to change each July 1st.

The Helena College of Technology makes reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, you must send or deadhead an enrollment application to the State Training Center, HCT, Helena, MT 59601

If you have questions about enrollment, please call 444-6821.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days **before** the first day of class. HCT is also willing to schedule specific classes by request from state agencies.

Data Base Classes

	DATE	COST	LENGTH
Intro. to Oracle Prereq. Intro to Windows	March 16–19 (am)	170.00	2
Intro. to SQL Prereq. Intro to Oracle	March 23–26 (am)	170.00	2
Oracle Developer 2000, part I Prereq. Intro to Oracle & SQL	March 31–April 2	284.95 Paid by ISD*	3
PL/SQL Prereq. Intro to Oracle & SQL	April 13–14	170.00	2
Oracle Developer 2000, part II Prereq. Oracle Dev. I & PL/SQL	March 2–4 April 21–23	255.00 Paid by ISD*	3
Oracle Designer Prereq. Oracle Dev. I; PL/SQL recommended	Apr 30–May 6	461.95 Paid by ISD*	5
Lotus Approach Prereq Intro to Windows	March 10 & May 14	85.00	1

Data Network/Mainframe Classes

	DATE	COST	LENGTH
Netware 4.x Administration	May 11–15	425.00 Plus cost of book	5

Microcomputer Classes

	DATE	COST	LENGTH
Windows 95 Conversion Prereq. familiar with Windows	March 5 (am) & May 11 (am)	42.50	.05
Windows 95	April 6 & May 4	85.00	1
ZIP!Office	March 31 (pm) April 10 (pm), May 28 (am)	FREE	.33
WordPerfect 6.1 for Windows Prereq. Intro to Windows 3.1 or 95	April 6–7	170.00	2
Word 97 Conversion Prereq. Windows 95	May 11 (pm), May 13 (am) & May 29 (pm)	42.50	.05
Word 97 for Light Users Prereq. Windows 95	March 6, April 8 & May 20	85.00	1
Word 97 Prereq. Windows 95	May 6–7	170.00	2
Lotus for Windows Prereq. Intro to Windows 3.1 or 95	April 27–28	170.00	2
Excel 97 Conversion Prereq. Windows 95	May 12 (am), May 13 (pm) & May 29 (pm)	42.50	.05
Excel 97 for Light Users Prereq. Windows 95	March 30, April 13 & May 27	85.00	1
Excel 97 Prereq. Windows 95	May 18–19	170.00	2
Internet Prereq. Windows 3.1 or 95	April 8–9	170.00	2
HTML Prereq. Windows 3.1 or 95	April 15–16	170.00	2

Prerequisites may be met with consent of Instructor

* The Oracle Designer and Developer class fees are recovered through the monthly data network rate.

TRAINING NEWS

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request: _____

Date Offered: _____

Student Data

Name: _____

Soc. Sec. Number (for P/P/P): _____

Agency & Division? _____

Mailing Address: _____

Phone: _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

_____

_____

Billing Information/Authorization Mandatory

User ID: _ _ _ _ _ _   Agency#: _ _ _ _

Authorized Signature: _____

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to:

State Training Center
Helena College of Technology of the University of Montana
Phone 444-6800 FAX 444-6892

ENROLLMENT APPLICATION

DeadHead Back

Dept. of Administration
Information Services Div.

FAX Back

Information Services Div.
406-444-2701

Mail Back

Dept. of Administration
Information Services Div.
PO Box 200113
Mitchell Building, Rm 229
Helena, MT 59620-0113

Surf Back

via Internet

ZIP! Back

via ZIP!Mail, ZIP!Office,
TAO

Visit the ISD News & Views Web Site

http://www.mt.gov/isd/
current/news/index.htm

Editor's Notes

Is Your Address Correct?

If not, see "Subscription Services..." above.